

Workforce Innovation and Opportunity Act, Title 1- Youth Program ICM Exit and Follow-up Guidance

An exit from the Youth program occurs once a participant has not received any services, that extend participation, from the program or partner program for 90 consecutive calendar days, has no planned inactivity, and is not scheduled for future services by the program or a partner program. The date of exit is the end date of the last countable service from the program or a partner program.

Partner programs for common exit include the WIOA Youth, Adult and Dislocated Worker programs, Wagner Peyser, Veterans programs and Trade Adjustment Assistance. These programs are housed at the Job Centers and when a participant is co-enrolled with one of these partner programs, contact the job center, or program coordinator to determine a common exit date. If the participant receives services from multiple programs, partner services are automatically imported from the ALEXsys system and listed in the Partner section of ICM.

A participant should not be exited if there is a planned gap in service greater than 90 days, up to 180 days for health or medical condition or providing care for a family member with a health or medical condition, or unforeseen circumstantial delay before start date of training.

To exit an individual in ICM, complete and close all services and if partner activity is present, contact the partner agency to ensure there are no further planned services. Change the case status to Exit by clicking on the 'Exit Enrollment' button in the ribbon. ICM will list any outstanding issues if the case does not have all required information required to exit. ICM automatically determines the exit date by using the end date of the last program service delivered or the end date of the last partner service, whichever is later.

Follow up services are required to be provided for 12 consecutive months from the exit date. The participant is to be contacted once per quarter, at a minimum, to check on progress and to see if they are encountering difficulties that additional case management or support services will help remedy. The goal is to mitigate any circumstances that may cause the participant to jeopardize their employment or academic placement. Loss of employment affects performance measures. WIOA Youth participants do not have the option to opt out of follow up services.

A follow up service is to be entered into ICM for each quarter that follow up is conducted. Career Planners should enter four follow up services into the ICM, one for each quarter for the 12 month follow up period. These should be in 'scheduled' status and once the follow up is conducted the status should be changed to 'completed'.

Once a participant has been exited and completed follow-up, then change the case status to CLOSED.